



**Attachment to Data Center Services  
Service Component Provider  
Master Services Agreement**  
DIR Contract No. DIR-DCS-SCP-MSA-002

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Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**Xerox State & Local Solutions, Inc.**

**Attachment 20-A  
Transformation Milestones**

April 10, 2015



Overview	
Milestones reflect the key events indicated and align with other documents as appropriate, including <b><u>Attachment 3-C</u></b> , <b><u>Attachment 4-A</u></b> , <b><u>Attachment 5-B</u></b> , <b><u>Attachment 8-A</u></b> and <b><u>Exhibit 20</u></b> .	
This document reflects the major events of the overall plan with verifiable criteria for acceptance.	

Definitions of Fields	
Ref ID #	Unique identifier used to cross-reference to payment milestones in <b><u>Attachment 4-A</u></b> .
MSI Deliverable X-Ref	Cross Reference to the corresponding MSI Transformation Milestone Reference ID
Milestone	Name of the milestone
Service Component	The Service Component associated with this milestone, choices must be one of: Server, Network, Data Center, Mainframe, Print-Mail , MSI, or All.
Category	Name of a grouping of activities (e.g., Network, Server)
Description	Description of the activities comprising the milestone
Acceptance Criteria	Description of Acceptance Criteria (as defined in <b><u>Exhibit 1</u></b> ), which will indicate completion of the milestone.
Expectations of DIR and DIR Customer	Description of the expectations of DIR and DIR Customers necessary for Service Provider to complete the milestone (e.g., resources, maintenance windows, facility access)
Interactions with other DCS Service Providers	Description of the activities Service Provider will coordinate with the other DCS Service Providers for successful completion of the milestone.
Interactions with the Incumbent Service Provider	Description of the activities Service Provider will coordinate with the Incumbent Service Provider for successful completion of the milestone.
Risks/Mitigation	Risks related to milestone completion (e.g., the expectations stated in the preceding two columns cannot be met or other unforeseen issues arise) and what will be done to address those risks. This column should include both statement of risk and the mitigation for the risk.
Interim (I), Major (M) or Checkpoint (C) Milestone	Indicate 'I' if an interim milestone; 'M' if a major milestone; 'C' if a checkpoint milestone.
Payment Milestone	Indicate 'Yes' if a payment milestone. If so, the same milestone must be represented in <b><u>Attachment 4-A</u></b> .
Critical Deliverable	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in <b><u>Attachment 3-A</u></b> and <b><u>Attachment 3-C</u></b> .
Due Date (mm/dd/yy)	Calendar date when the milestone will be completed in the format mm/dd/yy.

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CNS-078-078	CON-251-037	6 month Server High Level Consolidation Planning Finish	Server	Consolidation	The initial 6 month rolling plan for server consolidation program.	Deliver to DIR: - Server Consolidation plan completed identifying servers in each wave for the first 6 months - MS PP. Months from 10/1/2012 to 3/31/2012.		Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	If auto discovery tool cannot be installed on the LDC and CDC networks, the consolidation planning will be impacted. Mitigation is to receive approval early and install auto discovery appliances on network one month after effective date	M			10/01/12
CNS-079-079	TRP-326-106	Annual Transformation Plan 2013	Server	Consolidation	Annual Transformation plan as defined in Attachment 3-C.	<ul style="list-style-type: none"> <li>Summary of performance vs. preceding year Transformation Plan</li> <li>New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI</li> <li>Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year</li> </ul>	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes	Yes	05/01/13
CNS-080-080	TRP-327-107	Annual Transformation Plan 2014	Server	Consolidation	Annual Transformation plan as defined in Attachment 3-C.	<ul style="list-style-type: none"> <li>Summary of performance vs. preceding year Transformation Plan</li> <li>New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI</li> <li>Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year</li> </ul>	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes	Yes	05/01/14
CNS-081-081a	CON-300-072	Server Portfolio Plan: Small Agencies	Server	Consolidation	Annual Transformation plan as defined in Attachment 3-C.	• Portfolio Plan approval by SCP, MSI, DIR and the DCS Customer Executive of the remaining DCS Customers as agreed by DIR per the requirements of SMM PRO-304-01 Server Consolidation v3.0, Section 3.0 Portfolio Planning.	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes	Yes	5/1/2015
CNS-081-081b	CON-300-071	Server Portfolio Plan	Server	Consolidation	Server Portfolio plan per the requirements of SMM PRO-304-01 Server Consolidation v3.0, Section 3.0 Portfolio Planning.	Deliver to DIR: Portfolio Plan approved by SCP, MSI, DIR and the DCS Customer Executive of TEA, TXDOT, TCEQ, DSHS and HHSC per the requirements of SMM PRO-304-01 Server Consolidation v3.0, Section 3.0 Portfolio Planning.	Provide business constraints Review and provide input to high level plan Communications of plan to stake holders	Prioritization of Servers to be Consolidated. Work with agencies for approval of Plan	none	none	M	Yes		12/13/14
CNS-083-083	CON-258-041	Server Consolidation Year 1 Qtr 3 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M			04/01/13
CNS-084-084	CON-261-043	Server Consolidation Year 1 Qtr 4 Complete per plan	Server	Consolidation	Complete detailed planning for each wave For execution of each wave: Prep Data migration "UAT, data synch and cutover"	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/13

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CNS-084-084A	CON-257-040	Server Consolidation Year 1 Qtr 4 Plan (Apr-Jul 2013)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> <li>Consolidation Plan for next wave is complete.</li> <li>Servers are listed and impacted agencies identified.</li> </ul>					I			01/01/13
CNS-085-085	CON-264-045	Server Consolidation Year 2 Qtr 1 Complete per plan (Jul - Sept 2013)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/01/13
CNS-085-085A	CON-260-042	Server Consolidation Year 2 Qtr 1 Plan (Jul-Sep 2013)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> <li>Consolidation Plan for next wave is complete.</li> <li>Servers are listed and impacted agencies identified.</li> </ul>					I			04/01/13
CNS-086-086	CON-267-047	Server Consolidation Year 2 Qtr 2 Complete per plan (Oct - Dec 2013)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		01/01/14
CNS-086-086A	CON-263-044	Server Consolidation Year 2 Qtr 2 Plan (Oct-Dec 2013)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> <li>Consolidation Plan for next wave is complete.</li> <li>Servers are listed and impacted agencies identified.</li> </ul>					I			07/01/13
CNS-087-087	CON-270-049	Server Consolidation Year 2 Qtr 3 Complete per plan (Jan - Mar 2014)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/01/14
CNS-087-087A	CON-266-046	Server Consolidation Year 2 Qtr 3 Plan (Jan-Mar 2014)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> <li>Consolidation Plan for next wave is complete.</li> <li>Servers are listed and impacted agencies identified.</li> </ul>					I			10/01/13
CNS-088-088b	CON-273-051a	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center. If the agency chooses not to decommission the legacy server, provide the agency acceptance letter showing the agency agrees to continue paying monthly charges for the legacy server.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/30/14
CNS-088-088c	CON-273-051b	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center. If the agency chooses not to decommission the legacy server, provide the agency acceptance letter showing the agency agrees to continue paying monthly charges for the legacy server.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/30/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CNS-088-088d	CON-273-051c	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center. If the agency chooses not to decommission the legacy server, provide the agency acceptance letter showing the agency agrees to continue paying monthly charges for the legacy server.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/30/14
CNS-088-088e	CON-273-051d	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center. If the agency chooses not to decommission the legacy server, provide the agency acceptance letter showing the agency agrees to continue paying monthly charges for the legacy server.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		11/30/14
CNS-088-088f	CON-276-053a	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center. If the agency chooses not to decommission the legacy server, provide the agency acceptance letter showing the agency agrees to continue paying monthly charges for the legacy server.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		12/30/14
CNS-088-088g	CON-279-055a	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center. If the agency chooses not to decommission the legacy server, provide the agency acceptance letter showing the agency agrees to continue paying monthly charges for the legacy server.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		01/30/15
CNS-089-089b	CON-279-055b	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		02/28/15
CNS-089-089c	CON-279-055c	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		03/30/15
CNS-089-089d	CON-282-057a	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/30/15
CNS-089-089e	CON-282-057b	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		05/30/15
CNS-089-089f	CON-282-057c	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		06/30/15
CNS-089-089g	CON-285-059a	Server Consolidation Complete per restructure	Server	Consolidation	30 Servers Consolidated (Legacy Decommissioned)	Documentation that identifies 30 legacy data center servers that have an "End of Life or Disposed" status in the CMDB as a result of moving the instance to a consolidated data center.	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/30/15

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CNS-090-090	n/a	Server Consolidation Year 3 Qtr 2 Complete per plan (Oct - Dec 2014)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		5/1/2015
CNS-091-091	CON-282-057	Server Consolidation Year 3 Qtr 3 Complete per plan (Jan - Mar 2015)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/01/15
CNS-092-092	CON-285-059	Server Consolidation Year 3 Qtr 4 Complete per plan (Apr - Jun 2015)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/15
CNS-093-093	n/a	Server Consolidation Year 4 Qtr 1 Complete per plan (Jul - Sept 2015)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		10/01/15
CNS-093-093A	n/a	Server Consolidation Year 4 Qtr 1 Plan (Jul-Sep 2015)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	• Consolidation Plan for next wave is complete. • Servers are listed and impacted agencies identified.					I			04/01/15
CNS-094-094	n/a	Server Consolidation Year 4 Qtr 2 Complete per plan (Oct - Dec 2015)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		01/01/16
CNS-094-094A	n/a	Server Consolidation Year 4 Qtr 2 Plan (Oct-Dec 2015)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	•Consolidation Plan for next wave is complete. Servers are listed and impacted agencies identified.					I			07/01/15

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
CNS-095-095	n/a	Server Consolidation Year 4 Qtr 3 Complete per plan (Jan - Mar 2016)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		04/01/16
CNS-095-095A	n/a	Server Consolidation Year 4 Qtr 3 Plan (Jan-Mar 2016)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> <li>Consolidation Plan for next wave is complete.</li> <li>Servers are listed and impacted agencies identified.</li> </ul>					I			10/01/15
CNS-096-096	n/a	Server Consolidation Year 4 Qtr 4 Complete per plan (Apr - Jun 2016)	Server	Consolidation	Specific set of servers are consolidated per plan	Deliver to DIR: 1) An MS Word document reporting on adherence to the plan for the preceding quarter including: a) Completed Operational Readiness Checklists b) Completed Change requests in Remedy showing successful cutover c) Any planned server consolidation not completed will reference a DIR approved Project Change Request d) Document showing planned decommissions for previous quarter were completed	Remediation of applications as required Testing Acceptance Communications to end users as necessary	Work with other service component providers to ensure tasks we are dependent on them for are completed on time.	none	none	M	Yes		07/01/16
CNS-096-096A	n/a	Server Consolidation Year 4 Qtr 4 Plan (Apr-Jun 2016)	Server	Consolidation	List of servers for next bundle are identified and Rolling 6 Month plan is updated. A bundle is one or more Waves of servers.	<ul style="list-style-type: none"> <li>Consolidation Plan for next wave is complete.</li> <li>Servers are listed and impacted agencies identified.</li> </ul>					I			01/01/16
CNS-097-097	CON-297-067b	Server Consolidation Finish	Server	Consolidation	All targeted servers refreshed in place, migrated or virtualized.	Deliver to DIR: - Report (Excel) showing each server planned to be completed during the Consolidation Program with date completed with references to completed Operational Readiness Checklist and completed Change Requests. If server is not completed, there will be a reference to a DIR approved Transformation Project Change Request.	Acceptance that all consolidation efforts have completed	none	none	none	M			07/01/16
PLA-001-001	OPM-1496-67	Transformation Program Management Plan Complete	All	Planning	Develop & Publish Communications Plan Develop & Publish Risk Management Plan Develop & Publish Schedule Management Plan Develop & Publish Quality Management Plan Develop & Publish Change Control Management Plan	ACS will provide input to CAP to enable CAP to Deliver to DIR: a program management plan that includes : - Communications - Risk - Schedule - Quality - Change Control	Review and provide feedback	none	none	none	I			05/01/12
PLA-002-002	BAC-068-009	Backup & Recovery PGP and Plan Approved	Server	Planning	Approval of the schedule and milestones to meet the deliverable milestone	Deliver to DIR: Two artifacts for Backup & Recovery that describe the approach and plan to implement new backup and recovery infrastructure. • Project Governance Plan (PGP) and • Project Plan.	Participate per Stakeholder Management Plan	none	none	none	I			04/01/12
PLA-002-002a	BAC-068-009a	Backup & Recovery PGP and Schedule Approved for EMC Avamar backup tool to support the LDC/Remote servers	Server	Server	Approval of the schedule and milestones to meet the deliverable milestone	Deliver to DIR: Two artifacts for Backup & Recovery that describe the approach and plan, including the total servers and databases eligible to be migrated to the new backup and recovery infrastructure for the LDC/Remote servers. (CDC servers are backed up via the SCON Service Management Manual or the Refresh Service Management Manual) • Project Governance Plan (PGP) • Project Schedule					M			11/01/13
PLA-002-002b	BAC-068-009b	Backup & Recovery PGP and Schedule Approved to Support the CDC Servers	Server	Server	Approval of the schedule and milestones to meet the deliverable milestone	Deliver to DIR: Two artifacts for Backup & Recovery that describe the approach and plan for improvements of the CDC server backup and recovery infrastructure • Project Governance Plan (PGP) • Project Schedule					M			11/01/13



Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PLA-003-003	BAC-076-012	Backup & Recovery Implementation Plan	Server	Planning	Development and approval of the Backup & Recovery implementation plan.	Deliver to DIR: - Final Program Governance Plan (PGP) updated for the implementation of the new backup solution - Final project plan includes the scope, schedule, work breakdown structure, resource loading and critical path		none	none	none	M			09/01/12
PLD-098-098	PMO-040-004	Deliver Data Center Transformation Plan Phase 1	Data Center	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of Phase 1 of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation organization structure  The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M		Yes	05/01/12
PLM-002-002	PMO-040-004	Deliver Mainframe Transformation Plan Phase 1	Mainframe	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of Phase 1 of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation organization structure  The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M		Yes	05/01/12
PLN-021-021	PMO-040-004	Deliver Network Transformation Plan Phase 1	Network	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of Phase I of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation organization structure  The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M	Yes	Yes	05/01/12

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
PLS-056-056	PMO-040-004	Deliver Server Transformation Plan Phase 1	Server	Planning	In the first phase, due four(4) months after Effective Date, the plan will include the timeline and key deliverables associated with each Phase of the Plan, including technology Refresh to achieve hardware and software currency and data center consolidation. This plan documents the Service Provider's solution for stabilization of the environment and the implementation of management tools.	Deliver to DIR: 1) An MS Word document accompanied by an MS Project schedule that describes the scope, approach, and timeline of the Transformation activities to be performed in Phase I of the Transformation. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of Phase I of the transformation b) The scope of Phase I of the transformation c) The approach to achieving the scope d) Transformation organization structure  The MS Project schedule will include: a) Activities & tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates d) Assigned resources	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	Identify any dependencies on projects	none	none	M	Yes	Yes	05/01/12
PLS-057-057	PMO-061-008	Transformation Plan - Phase 2	All	Planning	Integrated Transformation Plan - Phase 2 (Critical Deliverable 1.4)	Work with MSI to Deliver: 1) Current view of integrated Transformation Plan; this view should encompass the DCS Customer transformation activities and engagement. Plan covers 4 year outlook which targets servers for years 2, 3 and 4 and a monthly detail plan through 8/31/2013.  2) Artifacts that demonstrate the integration of all the Transformation activities across DIR Customers and reports used to manage the transformation program, including: a) Reports progress against those integrated plans b) Reports showing collision detection for DCS Customer - e.g. show that agency schedules have considered the agencies documented constraints c) Reports showing critical path and appropriate plan dependencies	Identify any dependencies on projects internal to the state Identify business constraints Participate in dependency workshops Review plan and provide feedback.	MSI provides tool for integrated program management. MSI pulls reports and provides initial analysis MSI integrates the projects into a program view by taking the dependencies identified by ACS and creating links between tasks and/or milestones. MSI identifies dependencies on projects outside of the Transformation program MSI works with DIR and DIR Customer to identify business constraints and other dependencies within the state	none	none	M	Yes	Yes	12/15/12
PLS-058-058	PMO-0186-400	Deliver New Customer Integration Plan (MSO365)	Server	Planning	The MSI, with the support of the Service Component Providers, shall provide a detailed plan that documents how new DCS Customers will be integrated into the MS O365 Services.	Deliver to DIR: New Customer Integration Plan Word Document as required in Exhibit 3-C that includes: - approach for transitioning the new DCS Customer including: - dependencies - pricing - resourcing - scheduling	Review plan and provide feedback	none	none		M		Yes	10/01/13
PLS-058-059	PMO-0186-401	Deliver New Customer Integration Plan (Server and Mainframe)	Server, Mainframe	Planning	The MSI, with the support of the Service Component Providers, shall provide a detailed plan that documents how new DCS Customers will be integrated into the existing server and mainframe Services. Such plan should include a strategy for sharing infrastructure and transition costs with all DCS Customers equally.	Deliver to DIR: New Customer Integration Plan Word Document as required in Exhibit 3-C that includes: - strategy for sharing infrastructure and transition costs with all DCS Customers equally - approach for transitioning the new DCS Customer including: - dependencies - pricing - resourcing - scheduling	Review plan and provide feedback	none	none		M		Yes	04/01/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-113-113	TEP-314-095	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on January 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules. 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/13
REC-113-114	TEP-316-097	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	02/15/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-113-115	TEP-318-099	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules. 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/15
REC-113-116	TEP-320-101	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/16

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-113-117	TEP-322-103	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules. 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/17
REC-113-118	TEP-324-105	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/18

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-113-119	n/a	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules. 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/19
REC-113-120	n/a	Annual Technology Plan	All	Recurring - Tech Plan	The MSI, with the support of the Service Component Providers, will complete a Technology Plan on February 15 <sup>th</sup> of each calendar year. The Technology Plan will include unique DIR Customer plans as appendices. The Technology Plan will comply with the requirements of <u>Section 9.5 (d)</u> of the Agreement. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of software/hardware.	Deliver to DIR: 1) Description of the process used to identify Service Provider and Third Party technologies, the migration opportunities and activities required. 2) Report (MS Word) that provides 12 month and 3 year technology plans: - Software going out of currency and plan to upgrade - Hardware reaching end of support and plan to refresh - Annual refresh plan that indicates the provider is meeting the obligations in Exhibit 4 3) Enterprise Technology Plan and unique DIR Customer Plans in compliance with Exhibit 2 4) Estimated cost to each DIR customer for all technology improvements 5) Projected capacity changes at an enterprise level and by DIR Customer Application with supporting schedules 6) Recommended enterprise technology enhancements and deployments 7) Planned and in-progress enterprise technology enhancements and deployments with schedules and status 8) Overview of DCS technology standards and status of standards compliance: - Current Standards - Report on changes made to standards for the last 12 months - Projection of changes to standards over the next 12 months, schedule targets and related impact to Service Provider and DIR Customers	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/20

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-114-121	TER-333-112	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year to the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/13
REC-114-122	TER-334-113	Enterprise Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Maps to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete an Enterprise Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Enterprise Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmaps will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Enterprise Technology Roadmap will be updated at least annually.	Deliver to DIR: Enterprise Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year to the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-114-122a	TER-334-113a	Customer Technology Roadmaps for Equipment and Software			The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Maps to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete agency-specific Customer Technology Roadmaps on August 15th. The Customer Technology Roadmaps will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmaps will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers..	Deliver to DIR: Customer Technology Road Map (MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year to the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	08/15/14
REC-114-123	TER-335-114	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map(MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/15



Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-114-124	TER-336-115	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map(MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/16
REC-114-125	TER-337-116	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map(MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/17

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-114-126	TER-338-117	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map(MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/18
REC-114-127	n/a	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of <u>Section 9.5(d)</u> of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map(MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year fo the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/19

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-114-128	n/a	Technology Roadmap for Equipment and Software	All	Recurring - Tech Roadmap	The MSI, with the support of the Service Component Providers, will publish updates to the Technology Plan as the Technology Road Map to include proposed updates to reference technical architecture and software currency designations. Service Provider will complete a Technology Roadmap annually on June 15 <sup>th</sup> of each calendar year. The Technology Roadmap will comply with the requirements of Section 9.5(d) of the Agreement. The Roadmap will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and DIR Customers. The Technology Roadmap will be updated at least annually.	Deliver to DIR: Technology Road Map(MS Word) which includes: - Proposed updates to reference technical architecture - Proposed updates to software currency designations - Short term steps and schedules for projects or changes with detailed monthly schedule for the next 12 months and summary level schedule by year to the current rolling 3 year period - Executive level report of IT portfolio with deployment status across categories of System with dependencies and impacts - Detailed view of deployment status across categories of System with dependencies and impacts - Relationships between Infrastructure Software (by version level) and DIR Customer Applications - Identify deployment status relationships to Transformation plans and Refresh plans - The technology roadmap should provide specific information about the technical infrastructure with an emphasis on the deployment status of current and future technical components - The technology roadmap should employ a consistent taxonomy of technology classifications, categories and definitions for vendor status. - Description of the migration planning and acquisition strategy across the Enterprise and DIR Customer Environments - Timelines for deployment with the following components and relationships: o Software and Hardware availability defined by the market with timeframe defined by market availability and end of life dates, and tactical availability (e.g. N/N-1 levels determined by DCS Governance decisions) o Software and Hardware deployment timeframe o Software and Hardware projected in-service timeframe o Documented DIR Customer projected dates for	Review and provide input	MSI will own the document.	none	none	M		Yes	07/15/20
REC-115-129	RAR-340-118	Annual Equipment & Software Refresh Plan	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Plan that addresses Refresh for all Equipment and Software for which a Refresh cycle is provided in Exhibit 4. Service Provider will deliver the Annual Equipment & Software Refresh Plan on January 15th of each calendar year.	Deliver to DIR: - MS Word or Excel Document that shows the refresh schedule for all equipment and software per scope in Exhibit 4 and hi-lites those running un-supported software. - Implementation plan for the Enterprise and each DIR Customer Application - Report showing adherence to plan for the previous year	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/13
REC-115-130	RAR-341-119	Annual Equipment & Software Refresh Forecast - FY15	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next fiscal year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the next state fiscal year (September through August) based on equipment age and SW currency at the time of deliverable submission. - Report recommending which assets should be refreshed in the upcoming fiscal year - Report identifying all refresh performed in the prior fiscal year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the fiscal year.	Review and provide input	MSI will own the document.	none	none	M		Yes	02/15/14
REC-115-131	RAR-342-120	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next calendar year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission - Report recommending which assets should be refreshed in the upcoming calendar year - Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the calendar year.	Review and provide input	MSI will own the document.	none	none	M		Yes	02/15/15

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-115-132	RAR-343-121	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next calendar year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission - Report recommending which assets should be refreshed in the upcoming calendar year - Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the calendar year.	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/16
REC-115-133	RAR-344-122	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next calendar year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission - Report recommending which assets should be refreshed in the upcoming calendar year - Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the calendar year.	Review and provide input	MSI will own the document.	none	none	M		Yes	02/15/17
REC-115-134	RAR-345-123	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next calendar year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission - Report recommending which assets should be refreshed in the upcoming calendar year - Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the calendar year.	Review and provide input	MSI will own the document.	none	none	M		Yes	01/15/18
REC-115-135	n/a	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next calendar year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission - Report recommending which assets should be refreshed in the upcoming calendar year - Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the calendar year.	Review and provide input		none	none	M		Yes	02/15/19
REC-115-136	n/a	Annual Equipment & Software Refresh Forecast	All	Recurring - Refresh Plan	The MSI, with the support of the Service Component Providers, will deliver annually to DIR an Annual Equipment & Software Refresh Forecast that identifies all Equipment and Software for which a Refresh cycle is provided in Attachment 4-B and that is eligible for Refresh in the next calendar year.	Deliver to DIR: -MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission - Report recommending which assets should be refreshed in the upcoming calendar year - Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans - Report identifying adherence to the refresh requirements for the calendar year.	Review and provide input		none	none	M		Yes	01/15/20
REC-115-137a	RAR-340-119a	Quarterly Refresh Completion - FY14Q1 & FY14Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Identifying unfinished refresh projects to be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			03/15/14
REC-115-138	RAR-340-120	Quarterly Refresh Plan - FY14Q3	All	Recurring	The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			03/01/14

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REC-115-138a	RAR-340-120a	Quarterly Refresh Completion - FY14Q3	All	Recurring	The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			06/15/14
REC-115-139	RAR-340-121	Quarterly Refresh Plan - FY14Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			05/01/14
REC-115-139a	RAR-340-121a	Quarterly Refresh Completion - FY14Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			09/15/14
REC-115-140	RAR-341-120	Quarterly Refresh Plan - FY15Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			08/01/14
REC-115-140a	RAR-341-120a	Quarterly Refresh Completion - CY14Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			1/15/2015
REC-115-141	RAR-341-121	Quarterly Refresh Plan - CY15Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			12/1/2014
REC-115-141a	RAR-341-121a	Quarterly Refresh Completion - CY15Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			4/15/2015
REC-115-142	RAR-341-122	Quarterly Refresh Plan - CY15Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			3/1/2015
REC-115-142a	RAR-341-122a	Quarterly Refresh Completion - CY15Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			7/15/2015
REC-115-143	RAR-341-123	Quarterly Refresh Plan - CY15Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			6/1/2015
REC-115-143a	RAR-341-123a	Quarterly Refresh Completion - CY15Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			10/15/2015
REC-115-144	RAR-342-121	Quarterly Refresh Plan - CY15Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			9/1/2015
REC-115-144a	RAR-342-121a	Quarterly Refresh Completion - CY15Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			1/15/2016

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-115-145	RAR-342-122	Quarterly Refresh Plan - CY16Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			12/1/2015
REC-115-145a	RAR-342-122a	Quarterly Refresh Completion - CY16Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			4/15/2016
REC-115-146	RAR-342-123	Quarterly Refresh Plan - CY16Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			3/1/2016
REC-115-146a	RAR-342-123a	Quarterly Refresh Completion - CY16Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			7/15/2016
REC-115-147	RAR-342-124	Quarterly Refresh Plan - CY16Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			6/1/2016
REC-115-147a	RAR-342-124a	Quarterly Refresh Completion - CY16Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			10/15/2016
REC-115-148	RAR-343-122	Quarterly Refresh Plan - CY16Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			9/1/2016
REC-115-148a	RAR-343-122a	Quarterly Refresh Completion - CY16Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			1/15/2017
REC-115-149	RAR-343-123	Quarterly Refresh Plan - CY17Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			12/1/2016
REC-115-149a	RAR-343-123a	Quarterly Refresh Completion - CY17Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			4/15/2017
REC-115-150	RAR-343-124	Quarterly Refresh Plan - QY17Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			3/1/2017
REC-115-150a	RAR-343-124a	Quarterly Refresh Completion - CY17Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			7/15/2017
REC-115-151	RAR-343-125	Quarterly Refresh Plan - CY17Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			6/1/2017

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-115-151a	RAR-343-125a	Quarterly Refresh Completion - CY17Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			10/15/2017
REC-115-152	RAR-344-123	Quarterly Refresh Plan - CY17Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			9/1/2017
REC-115-152a	RAR-344-123a	Quarterly Refresh Completion - CY17Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			1/15/2018
REC-115-153	RAR-344-124	Quarterly Refresh Plan - CY18Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			12/1/2017
REC-115-153a	RAR-344-124a	Quarterly Refresh Completion - CY18Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			4/15/2018
REC-115-154	RAR-344-125	Quarterly Refresh Plan - CY18Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			3/1/2018
REC-115-154a	RAR-344-125a	Quarterly Refresh Completion - CY18Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			7/15/2018
REC-115-155	RAR-344-126	Quarterly Refresh Plan - CY18Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input	MSI will own the document.	none	none	I			6/1/2018
REC-115-155a	RAR-344-126a	Quarterly Refresh Completion - CY18Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input	MSI will own the document.	none	none	I			09/15/18
REC-115-156	RAR-345-124	Quarterly Refresh Plan - CY18Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			8/1/2018
REC-115-156a	n/a	Quarterly Refresh Completion - CY18Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			1/15/2019
REC-115-157	n/a	Quarterly Refresh Plan - CY19Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			12/1/2018
REC-115-157a	n/a	Quarterly Refresh Completion - CY19Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			4/15/2019



Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-115-158	n/a	Quarterly Refresh Plan - CY19Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			3/1/2019
REC-115-158a	n/a	Quarterly Refresh Completion - CY19Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			7/15/2019
REC-115-159	n/a	Quarterly Refresh Plan - CY19Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			6/1/2019
REC-115-159a	n/a	Quarterly Refresh Completion - CY19Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			10/15/2019
REC-115-160	n/a	Quarterly Refresh Plan - CY19Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			9/1/2019
REC-115-160a	n/a	Quarterly Refresh Completion - CY19Q4			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			1/15/2020
REC-115-161	n/a	Quarterly Refresh Plan - CY20Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			12/1/2019
REC-115-161a	n/a	Quarterly Refresh Completion - CY20Q1			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			4/15/2020
REC-115-162	n/a	Quarterly Refresh Plan - CY20Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			3/1/2020
REC-115-162a	n/a	Quarterly Refresh Completion - CY20Q2			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			7/15/2020
REC-115-163	n/a	Quarterly Refresh Plan - CY20Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - Project plans in Clarity with agency committed dates, identifying the HW and/or SW items to be refreshed, segregated by agency (as appropriate) for the refresh to be completed in that quarter.	Review and provide input		none	none	I			6/1/2020
REC-115-163a	n/a	Quarterly Refresh Completion - CY20Q3			The MSI, with the support of the Service Component Providers, will deliver quarterly Refresh Plans and Refresh Completion reports.	Deliver to DIR: - MS Word or Excel document showing completed refresh projects and assets refreshed. - Report identifying uncompleted refresh projects, which will be added to the next quarter's refresh activities	Review and provide input		none	none	I			09/15/20
REC-116-137	RSP-346-124a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and Exhibit 17.	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/12



Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-116-138	RSP-347-124	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/13
REC-116-139	RSP-348-125	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/14
REC-116-140	RSP-349-126	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/15
REC-116-141	RSP-350-127	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/16
REC-116-142	RSP-351-128	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/17
REC-116-143	n/a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/18
REC-116-144	n/a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/19
REC-116-145	n/a	Annual Security Plan	All	Recurring - Security Plan	Annually on October 1 the MSI, with the support of the Service Component Providers, shall deliver a Security Plan in accordance with the Statements of Work and <u>Exhibit 17</u> .	Deliver to DIR: 1) An MS Word/Excel document addressing the requirements of the Security Plan, consistent with Exhibit 2 (SOW) and Exhibit 17. 2) Ensure plan covers Vulnerability Testing	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/20
REC-117-146	RSR-354-130	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> , Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	n/a
REC-117-147	RSR-354-131	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> , Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	02/28/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-117-148	RSR-354-132	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> . Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	02/28/15
REC-117-149	RSR-354-133	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> . Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	02/29/16
REC-117-150	RSR-354-134	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> . Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	02/28/17
REC-117-151	RSR-354-135	Security Assessment Remediation	All	Recurring - Security Plan	For any agreed action plan resulting from an Assessment conducted pursuant to <u>Attachment 17-C</u> . Service Provider shall complete all remediation actions set forth in such plan in accordance with the standards provided in <u>Attachment 17-C</u> .	Deliver to DIR: 1) An MS Word/Excel report demonstrating completion of remediation efforts agreed to by DIR and DIR Customers as required in Attachment 17. This report will include: a) Listing of exposures from Security Assessment that were identified for remediation b) Remediation activities performed c) Verification that remediation activities have resolved exposure d) Completed ITSM records	Review and provide input	Review and provide feedback	none	none	M		Yes	02/28/18
REC-118-147	CMD-356-131	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/13
REC-118-148	CMD-357-132	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/14

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-118-149	CMD-358-133	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/15
REC-118-150	CMD-359-134	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/16
REC-118-151	CMD-360-135	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/17
REC-118-152	CMD-361-136	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/18
REC-118-153	n/a	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/19

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-118-154	n/a	CMDB Configuration Item Reconciliation	All	Recurring - CMDB	Commencing on the first anniversary of the Commencement Date, and then on July 1 <sup>st</sup> annually thereafter, the MSI, with the support of the Service Component Providers, will annually reconcile and validate that appropriate relationships exist for all DIR Customer CIs in the CMS. Service Provider will ensure that CIs are properly mapped (e.g. application to server; application to business priority; application to DR priority) in order to support Service Level measurements.	Deliver to DIR: 1) An MS Word/Excel report from the production CMDB identifying the findings of the reconciliation activities performed on the CMDB, consistent with the requirements of Exhibit 3. The report will include: a. Listing of all known issues identified since last reconciliation b. Reconciliation activities performed c. Completed ITSM record(s) d. CMDB links/references to where the reconciliation updates were performed which provides an opportunity to validate actions taken	Review and provide input	MSI will own the document.	none	none	M		Yes	07/01/20
REC-121-156	RCS-367-139	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with <u>Section 7.6(c)</u> of Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/13
REC-121-157	RCS-368-140	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with <u>Section 7.6(c)</u> of Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/14
REC-121-158	RCS-369-141	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with <u>Section 7.6(c)</u> of Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/15
REC-121-159	RCS-370-142	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with <u>Section 7.6(c)</u> of Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/16
REC-121-160	RCS-371-143	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with <u>Section 7.6(c)</u> of Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/17

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-121-161	RCS-371-144	Customer Satisfaction Improvement Plan	All	Recurring - Cust Sat	Three (3) months after the results of the Customer Satisfaction Surveys are available, the MSI, with the support of the Service Component Providers, shall provide a plan in accordance with <u>Section 7.6(c)</u> of Agreement to address and improve the level of satisfaction to the agreed upon goals. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from ACS showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions.	Review and provide input	MSI will own the document.	none	none	M		Yes	06/15/18
REC-122-157	DRP-369-140	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/12
REC-122-158	DRP-369.13-150	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/13
REC-122-159	DRP-369.14-151	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/14
REC-122-160	DRP-369.15-152	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/15
REC-122-161	DRP-369.16-153	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/16
REC-122-162	DRP-369.17-154	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/17

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-122-163	n/a	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/18
REC-122-164	n/a	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/19
REC-122-165	n/a	Disaster Recovery Test Plan and Schedule	All	Recurring - DR Plan	Within three (3) months after the Commencement Date, the MSI shall develop and provide a consolidated disaster recovery test plan and schedule in accordance with the approach outlined in <u>Exhibit 16</u> . The disaster recovery test plan and schedule shall be updated annually thereafter.	Deliver to DIR: - MS Word and/or Excel document(s) created by the MSI with inputs from ACS detailing the disaster recovery test plan by agency and application. - Confirmation that all applications due in the upcoming calendar year have been scheduled for a test or the DIR Customer has waived the requirement. - Project Plan or Excel doc showing the schedule for the upcoming year.	Review and provide input	MSI will own the document.	none	none	M		Yes	10/01/20
REC-123-165	RSP-371-141	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/12
REC-123-166	RSP-371.13-144	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/13
REC-123-167	RSP-371.14-145	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/14
REC-123-168	RSP-371.15-146	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/15
REC-123-169	RSP-371.16-147	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/16

Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-123-170	RSP-371.17-148	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/17
REC-123-171	n/a	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/18
REC-123-172	n/a	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/19
REC-123-173	n/a	Security Patch Compliance Report	All	Recurring - Security Patch	Not later than three (3) months after Commencement and by October 1 <sup>st</sup> annually thereafter, Service Provider will deliver a report assessing security patch level compliance. The report shall include a compliance plan.	Deliver to DIR: 1) An MS Word/Excel report demonstrating Security Patch compliance. The report will include: a) A list of all applicable systems b) Security Patch compliance status of each system c) DIR Customer Exception request as applicable d) Compliance plan for any issues identified e) Trend report showing any servers where exceptions or issues continually occur	Review and provide input	Review and provide feedback	none	none	M		Yes	10/01/20
REC-XXX-121A	TRP-329-109	Annual Transformation Plan 2016	All	Recurring - Transformation Plan	Annual Transformation Plan as defined in Attachment 3-C.	• Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/16
REC-XXX-121B	TRP-330-110	Annual Transformation Plan 2017	All	Recurring - Transformation Plan	Annual Transformation Plan as defined in Attachment 3-C.	• Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/17
REC-XXX-121C	TRP-331-111	Annual Transformation Plan 2018	All	Recurring - Transformation Plan	Annual Transformation Plan as defined in Attachment 3-C.	• Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/18
REC-XXX-121D	n/a	Annual Transformation Plan 2019	All	Recurring - Transformation Plan	Annual Transformation Plan as defined in Attachment 3-C.	• Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/19



Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
REC-XXX-121E	n/a	Annual Transformation Plan 2020	All	Recurring - Transformation Plan	Annual Transformation Plan as defined in Attachment 3-C.	• Summary of performance vs. preceding year Transformation Plan • New transformation plan reflects inputs and forecast from DIR Customer, DIR, SCP, and MSI • Transformation Plan contains DIR Customer specific plans and schedules through August 31 of following year	Review and provide input	MSI will own the document.	none	none	M		Yes	05/01/20
STD-101-101	STD-313-xx2	Provide SDC Stabilization and Consolidation Construction Plans to DIR and ASU for Review & Approval	Data Center	Data Center	Provide DIR, ASU with detailed implementation plans and schedules for currently planned Stabilization and Construction Phase projects at the SDC.	Deliver to DIR: Project Plan including: - Description of facility Stabilization and Consolidation activities - Timeframes for facility Stabilization and Consolidation activities - Scheduling constraints and dependencies - Plan approval from ASU	Review and approval of the deliverable Maintenance Windows as required to support Stabilization and Consolidation Construction Plan tasks	none	none	Schedule Risk Mitigation approach includes confirmation of maintenance window requirements through due diligence with Other Service Providers	M	Yes		05/01/12
STD-102-102	STD-314-XX3	Complete Cooling, Generator and Fire Detection System Improvements at the SDC	Data Center	Data Center	Complete installation and testing of SDC Stabilization Phase improvements at the SDC including the project to implement Data Center Cooling, Generation, and Fire Detection System improvements at that facility.	Deliver to DIR: - Completed Operational readiness checklist - Report listing completed change request reference numbers	Review and approval of the deliverable Maintenance Windows as required to support Cooling, Generator and Fire Detection System Improvement Implementation Plan tasks	Coordinate maintenance windows as required to support Cooling, Generator and Fire Detection System Improvement Implementation Plan tasks	none	Schedule Risk Mitigation approach includes confirmation of maintenance window requirements through due diligence with Other Service Providers	M	Yes		09/01/13
STD-111-111	STD-315-xx4	Data Center ADC Generator Implementation Complete	Data Center	Data Center	Install generator at the ADC	Deliver to DIR: - Completed Operational readiness checklist including failover test results - Report listing the completed change request reference numbers	Review and approval of the deliverable Maintenance Windows as required to support Cooling, Generator and Fire Detection System Improvement Implementation Plan tasks	Coordinate maintenance windows as required to support Generator Improvement Implementation tasks	none	none	M	Yes		07/01/14
STD-112-112	n/a	Data Center Stabilization Finish	Data Center	Data Center	All stabilization milestones complete and accepted	Deliver to DIR: Copies of acceptance artifacts for all data center stabilization milestones	Acceptance that all stabilization tasks have completed	none	none	none	I			07/01/14
STM-013-013	n/a	Upgrade Mainframe Processor 1 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	Agreement to allow MF processor to be delivered installed before Commencement	none	M	Yes		04/01/13



Ref ID#	MSI Deliverable X-Ref	Milestone	Service Component	Category	Description	Acceptance Criteria	Expectations of DIR and DIR Customer	Interactions with other DCS Service Providers	Interactions with the Incumbent Service Provider	Risks/ Mitigation	Interim (I), Major (M), or Checkpoint (C) Milestone	Payment Milestone	Critical Deliverable	Due Date (mm/dd/yy)
STM-014-014	n/a	Upgrade Mainframe Processor 2 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		04/01/13
STM-015-015	n/a	Upgrade Mainframe Processor 3 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		04/01/13
STM-016-016	n/a	Upgrade Mainframe Processor 4 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		05/01/13
STM-017-017	n/a	Upgrade Mainframe Processor 5 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		05/01/13

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STM-018-018	n/a	Upgrade Mainframe Processor 6 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		05/01/13
STM-019-019	n/a	Upgrade Mainframe Processor 7 Finish	Mainframe	Mainframe	Order & receive Equipment Perform system assurance check list Code 20 Cable single channel per CU to new processor Perform user testing Lay new cable from new processor to all peripheral Cus User Signoff Perform Swap Shutdown LPARS on old processor Swap Cables Bring up LPARS on new processor Assurance Period Shutdown, deinstall and remove old processor and cabling	Deliver to DIR: - Completed Operational Readiness Checklist (excel or word) - Completed change request in Remedy - Completed Test Plan document (excel or word)	Test Provide communications to stakeholders Provide Acceptance	Work with client to ensure they are ready to test Prepare communications plans	none	none	M	Yes		05/01/13
STM-020-020	CON-298-068	Upgrade Mainframe Processors Finish	Mainframe	Mainframe	All 7 processors have been upgraded and old equipment removed.	Deliver to DIR: - Documentation reflecting disposition of the processors to show they are no longer in data center	Provide Acceptance	none	none	none	M	Yes		07/01/13
STN-035-035	NET-214-082	Documenting the networks Finish	Network	Network	Perform Physical Assessment perform in-depth analysis Update documentation	Deliver to DIR: - Document(s) including topology maps for ADC, SDC, Winters detailing the current network environment including: -Device names, -ip addresses, -interface name, -logical connections, -speed/duplex, -location - demarcation point - version of IOS - maintenance status	review documentation and provide feedback.	none	Incumbent to provide current documentation and access to the network devices.	none	M			08/01/12
STN-036-036	NET-221-084	Consolidated Data Center Network Improvement Plan Finish	Network	Network	Utilizing knowledge created in the documenting milestone, create the network improvement plan, review with DIR, incorporate feedback and complete.	Deliver to DIR: An MS Word document accompanied by an MS Project schedule that addresses the current and long-term requirements for stabilization, growth, and transformation to the Winters, ADC and SDC LANs during the replacement projects - as required in Exhibit 3. Plan describes the scope, approach, and timeline of the Improvement Plan activities to be performed. The MS Word document will be consistent with the requirements of Exhibit 20 and include: a) The objectives of the improvement plan b) The scope of the improvement plan c) The approach to achieving the scope d) Organization structure  3) The MS Project schedule will include: a) Tasks to be performed (Including Milestone tasks) b) Task duration c) Task Start & Finish dates	Review Consolidated Data Center Network Improvement Plan and provide feedback	Review plan with agencies	none	none	M	Yes	Yes	05/01/12

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STN-036-037	n/a	SDC Legacy Servers Risk Assessment	Network	Network	Assess servers hooked to the SDC Legacy LAN to identify those at risk of continuing to reside on SDC Legacy LAN	Deliver to DIR: - List of servers hooked to SDC Legacy LAN - Identify risk level for each server of continuing to run on SDC Legacy LAN - Create mitigation for high risk servers		Review risk assessment with DIR and DIR Customers			I			11/01/12
STN-036-038	n/a	SDC Legacy LAN Plan	Network	Network	Create plan for collapsing the SDC legacy LAN into the newer Access and Distribution layer.	Deliver to DIR: - An MS Word document that addresses the steps for refreshing components of the SDC Legacy LAN and collapses it into the newer Access and Distribution Layer - Update the Network Improvement Implementation schedule with steps for implementing SDC Legacy LAN plan.					I			03/01/13
STN-036-039	NET-CC1-009	Network Implementation Rolling Migration Strategy to move Servers from Old LAN to New LAN environment.	Network	Network	Create strategy for migrating servers from old network to new network for in ADC and SDC	Deliver to DIR: - Identification of migration approaches for agencies and types of servers	Review and provide feedback on migration strategy	Interface with DIR and DIR Customers to gain buy in to Network Migration Strategy	none		I			02/01/13
STN-036-040	NET-CC1-010	Network Implementation Rolling Migration Plan Phase I to move Servers from Old LAN to NEW Network environment.	Network	Network	The second phase, a network implementation rolling migration plan will be delivered to DIR on or prior to April 1, 2013. The detailed plan is to move Servers from old LAN to new Network Environment and shall include the identification of migration approaches, Servers grouped by migration approach, MS Project Schedule for first 3 months, and milestones identified for implementation of the migration effort.	Deliver to DIR: - Identification of migration approaches - Servers grouped by migration approach - MS Project Schedule for first 3 months - Milestones identified for implementation of the migration effort. Note: Acceptance criteria for this milestone will be written and change request submitted for this milestone date on 4/1/2013.	Review and provide feedback on migration approaches, list of servers for each approach, servers to be moved during this phase and provide any applications support needed to migrate the servers from old network to new network.	Interface with DIR and DIR Customers to gain participation in Network Migration	none	Some servers may not be able to move from old network to new. Mitigate by including server on Consolidation or Triage list.  An entire agency may need to migrate at the same time. Mitigate by continuing to search for alternatives to simplify the migration. Contingency is to create detailed migration plan with appropriate outage window for the agency.	M	Yes	Yes	04/01/13
STN-036-041	NET-CC1-011	Consolidated Data Center New LAN Infrastructure Complete in ADC and SDC	Network	Network	New LAN Infrastructure Installed and ready for use in ADC and SDC	New Network stood up and operational in the ADC and SDC	none	none	none	none	M	Yes	Yes	01/01/13
STN-036-042	NET-CC1-012	Implementation of Short Term Improvements on Current Network at the ADC.	Network	Network	Implementation of Short Term Improvements on Current Network at the ADC per the Network Improvement Plan Document. Includes: - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		01/01/13

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STN-036-043	NET-CC1-013	Implementation of Short Term Improvements on Current Network at the SDC.	Network	Network	Implementation of Short Term Improvements on Current Network at the SDC per the Network Improvement Plan Document. Includes: - Port Card Switch for Old Core/Distribution/Access Layer - Firewall Service Modules and ASA for Old Core/DMZ - Backup Network Improvements	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		01/01/13
STN-036-044	NET-CC1-014	Implementation of Improvements on Current Network at the Winters Datacenter.	Network	Network	Implementation of Short Term Improvements on Current Network at the Winters Datacenter per the Network Improvement Plan Document.	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		05/01/13
STN-036-045	NET-CC1-015	Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN.	Network	Network	Implementation of Short Term Improvements on Current Network for the SDC Legacy LAN per the Network Improvement Plan Document.	Deliver to DIR: - Approved change requests for each short term improvement in the Network Improvement Plan.	none	none	none	none	M	Yes		07/01/13
STN-036-046	NET-CC1-016	Plan for Short Term Improvements on Current Networks (ASC, SDC, and Winters)	Network	Network	Plans for what will be implemented in Short Term Improvements at the DCS Networks.	Deliver to DIR: - Enhance project plans with implementation milestones and cross project dependencies		None	None	None	I			09/01/12
STN-040-040	NET-223-085B	Network Stabilization Finish	Network	Network	The third phase will be the - completion of all Network improvement tasks as defined in phase 2. These tasks include the migration of all servers to new networks including SDC Legacy, ADC Legacy, and Winters Legacy, a report showing completed change requests in Remedy, a report on capacity and performance improvements, and legacy networks decommissioned.	Deliver to DIR: - Report showing completed change requests in Remedy - Report on capacity and performance improvements - Legacy networks decommissioned.	Acceptance of Completion	none	none	none	M	Yes	Yes	07/01/13
STS-059-059B	n/a	Server Initial Seed Equipment Ordered	Server	Server	Create Procurement Plan based on due diligence information Order and receive seed equipment	Deliver to DIR: Word or Excel document showing the list of items to be purchased and the dates received.	Review and provide input on Procurement plan	none	Allow equipment to be received at data center.	none	C			06/01/12
STS-060-060	n/a	Server Initial Seed Equipment Installed	Server	Server	"Install seed hardware (storage, backup, servers)" Configure hardware	Deliver to DIR: - implemented Change Records demonstrating completion of implemented change as required by the Design Document. - Server ready to accept OS	none	none	Grant access to data center and allow new infrastructure to be installed and attached to the network.  Incumbent does not allow us to install infrastructure equipment before commencement.  Mitigation is to work with Incumbent early to gain permission. Have equipment be standalone until Commencement.	M	Yes			08/01/12

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STS-062-062	STA-081-013	Server Backup Infrastructure Implementation Complete	Server	Server	Create Detail Plan for server backup solution Order backup equipment for centralized backup and recovery Install equipment Packages to push backup agents created by Transition Team Pilot centralized remote backup Gather current state using templates and per timeline from plan	Deliver to DIR: - Test plan results showing infrastructure installed - results of pilot in word or excel format. - Backup system architecture diagram - Completed Change Tickets - Completion of the data collection templates for all servers on current state	Remote sites to backup servers at their sites prior to implementation of new backup solution for their site Identification of servers to participate in pilot Verify backup and restores from pilot	none	Access to datacenter and networks to install backup infrastructure before commencement	Incumbent does not allow us to install backup infrastructure equipment before commencement.  Mitigation is to work with Incumbent early to gain permission. Have equipment be standalone until Commencement.	I			10/01/12
STS-063-063	STA-087-014	Server Backup and Recovery Infrastructure in CDCs Finish	Server	Server	Core NetBackup infrastructure up and running in CDC	Deliver to DIR: - Report showing NetBackup infrastructure installed	Provide business requirements for backup and recovery rules and configurations that also meet the server tier requirements				M	Yes		11/01/13
STS-063-063a	STA-087-014a	Server Backup and Recovery for the LDC and Remote Infrastructure (Austin Data Center and San Angelo Data Center-Phase 1)	Server	Server	Infrastructure equipment onsite for LDC and Remote Sites (Phase 1)	Deliver to DIR: -Confirmation that necessary infrastructure equipment needed for initial Agency implementations is onsite for Phase 1 activities (Austin Data Center and San Angelo Data Center for our LDC and Remote Solution Infrastructure) as documented as a list of equipment and list of change requests -Updated LDC/Remote project schedule to indicate remaining tasks for project execution					M	Yes		01/01/14
STS-063-063b	STA-087-014b	Server Backup and Recovery for the LDC and Remote Infrastructure (Winters-Phase 2), BUR SMM documentation, and Reporting Tool Strategy	Server	Server	Infrastructure equipment onsite for LDC and Remote Sites (Phase 2), BUR SMM documentation completion, and Reporting Tool Strategy delivery	Deliver to DIR: -Confirmation that necessary infrastructure equipment needed for initial Agency implementations is onsite for Phase 1 activities Winters for our LDC/Remote Solution Infrastructure) as documented as list of equipment and list of change requests -Updated LDC/Remote project schedule to indicate remaining tasks for project execution -Completion/Publishing of SMM BUR Process and Procedures as well as supporting documentation that outlines: --an AS-IS Database List including database instance by agency, Backup products/solution (i.e., specific agent), method of success/failure monitoring is achieved and existing integration with Bocada reporting --Standard (AS-IS) Technology and associated SMM process strategy for operating system Backup and Recovery with associated recoverability timeframe capabilities by OS platform -Backup reporting tool future strategy and implementation approach document to include project schedule including how success/failure reporting is achieved for all backup instances (i.e., servers, databases)					M	Yes		03/01/14

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STS-063-063c	n/a	Backup & Recovery Agency Migrations for LDC/Remote servers to new BUR solution (Wave 1)	Server	Server	Servers backed-up as identified in plan. Wave 1 = 4/1/14 – 8/31/14: As documented in STS-063-063b (Server Backup and Recovery for the LDC and Remote Infrastructure (Winters-Phase 2), BUR SMM documentation, and Reporting Tool Strategy), the implementation plan for Avamar in the LDCs is scheduled to occur in 3 waves. For each wave, there will be a confirmation sweep to identify which servers will be converted to Avamar. Upon completion of the sweep, the servers for that wave will be confirmed, and they will represent the deliverable for that wave. The actual number of servers for each wave will be contingent upon the results of the sweep preceding each wave. The actual number of servers converted to Avamar will change each week during the wave, based on feedback from the agencies.	Deliver to DIR: - Report showing wave 1 of the servers are backed up as planned. - Report of backup results - Confirmation that database backups are occurring and correctly reporting status through Bocada or its replacement tool. - List of LDC clients for which backups are not migrated to Avamar and the current Backup Product used for that client					M	Yes		08/31/14
STS-063-063d	n/a	Backup & Recovery Agency Migrations for LDC/Remote servers to new BUR solution (Wave 2)	Server	Server	Servers backed-up as identified in plan. Wave 2 = 9/1/14 – 12/31/14: As documented in STS-063-063b (Server Backup and Recovery for the LDC and Remote Infrastructure (Winters-Phase 2), BUR SMM documentation, and Reporting Tool Strategy), the implementation plan for Avamar in the LDCs is scheduled to occur in 3 waves. For each wave, there will be a confirmation sweep to identify which servers will be converted to Avamar. Upon completion of the sweep, the servers for that wave will be confirmed, and they will represent the deliverable for that wave. The actual number of servers for each wave will be contingent upon the results of the sweep preceding each wave. The actual number of servers converted to Avamar will change each week during the wave, based on feedback from the agencies.	Deliver to DIR: - Report showing wave 2 of the servers are backed up as planned. - Report of backup results -Confirmation that database backups are occurring and correctly reporting status through Bocada or its replacement tool. - List of LDC clients for which backups are not migrated to Avamar and the current Backup Product used for that client					M	Yes		12/31/14
STS-063-063e	n/a	Backup & Recovery Agency Migrations for LDC/Remote servers to new BUR solution (Wave 3)	Server	Server	Servers backed-up as identified in plan. Wave 3 = 1/1/15 – 3/31/15: As documented in STS-063-063b (Server Backup and Recovery for the LDC and Remote Infrastructure (Winters-Phase 2), BUR SMM documentation, and Reporting Tool Strategy), the implementation plan for Avamar in the LDCs is scheduled to occur in 3 waves. For each wave, there will be a confirmation sweep to identify which servers will be converted to Avamar. Upon completion of the sweep, the servers for that wave will be confirmed, and they will represent the deliverable for that wave. The actual number of servers for each wave will be contingent upon the results of the sweep preceding each wave. The actual number of servers converted to Avamar will change each week during the wave, based on feedback from the agencies.	Deliver to DIR: - Report showing wave 3 of the servers are backed up as planned. - Report of backup results -Confirmation that database backups are occurring and correctly reporting status through Bocada or its replacement tool. - List of LDC clients for which backups are not migrated to Avamar and the current Backup Product used for that client -Final list of servers backup via the BUR LDC/Remote Solution -Updated Architecture diagram for BUR LDC solutions					M	Yes		03/31/15

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STS-063-063f	n/a	Server Backup and Recovery Stabilization Finish	Server	Server	Complete plan to close the new BUR solution agency migration and approval of the completion of work outlined in the CDC PGP and LDC/Remote project per the PGPs and schedules.	Deliver to DIR: -Activity completion documentation reflecting the completion of work outlined in the CDC PGP and schedule -Updated Architecture diagram for BUR CDC solutions -Backup reporting tool implemented per the documented implementation approach and project schedule					M	Yes		11/01/14
STS-064-064	PRB-154-027	Server Problem Management Detailed Implementation Plan Complete	Server	Backlog	Create Plan to Closeout Problems that exists at Commencement: Identify backlog of Problem Rationalize the list of Problems Identify resource skillsets needed to complete the requests. Prioritize and categorize each request. Create a plan to address.	Deliver to DIR: - A MS Word Document or Excel spreadsheet showing Prioritized list of problems - Updated MS MPP with detailed tasks to closeout the Problem backlog - Groupings of problem requests by quarter - Detailed plan for first quarter	Prioritization of problem and incident backlog	Prioritization and Rationalization of Problems. Interaction with agencies	Incumbent to provide the current backlog of problems and incidents	none	I			09/15/12
STS-065-065	PRB-158-028	Server Problem Management Finish	Server	Backlog	Complete the backlog of Problems that exists at Commencement.	Deliver to DIR: - Excel report providing list of problems addressed and resolution for each - excel format. - All Server problem tickets initiated pre-Commencement have been closed in Remedy	Testing as required by a specific problem or incident	Interaction with agencies	none	none	M	Yes		07/01/13
STS-066-066	REQ-108-017	Server Service Request Detailed Implementation Plan Complete	Server	Backlog	Create Plan to closeout the backlog of service requests that exists at Commencement: Identify backlog of Service Requests. Identify resource skillsets needed to complete the requests. Prioritize and categorize each request. Create a plan to address. Based on the plan, the schedule will be modified to add the tasks and dates for execution.	Deliver to DIR: - A MS Word Document or Excel spreadsheet showing Prioritized list of service requests. - Updated MS MPP with detailed tasks to closeout the Service Request backlog. - Groupings of service requests by quarter - Detailed plan for first quarter	Review backlog and verify Prioritize backlog Review implementation schedule and provide input Testing Provide communications to stakeholders	Prioritization and Rationalization of Service Requests	Incumbent to provide the current backlog of service requests	none	I			09/15/12
STS-067-067	REQ-112-018	Server Service Request Finish	Server	Backlog	Complete implementation of the Plan to closeout the backlog of service requests that exists at Commencement	Deliver to DIR: - Excel report providing a list of all pre-commencement service requests and the resolution for each - All service request tickets initiated pre-commencement have been closed or cancelled in Remedy	Work with agencies to ensure Testing is completed as required by a specific service request	Work with agencies to ensure Testing is completed as required by a specific service request	none	none	M			09/15/13
STS-069-069	RFS-138-022	Server Request for a Solution (RFS) Finish	Server	Backlog	Resources will be available to work either backlog solution requests that exist as of July 1, 2012 or new solution requests whichever is prioritized higher for a total of 23040 hours minus hours spent on WITO projects.	Deliver to DIR: - Report showing how many pool hours were available and number of hours charged each month - The 3 resources performing the design and proposal work will be dedicated to working the backlog and at the end of 12 months the backlog requests will have approved proposals, be closed, or be cancelled.			none	none	M	Yes		07/01/13
STS-070-070A	DRP-410-141a	Updated DR Plans - TRGS Phase I Complete	Server	Server	Update the TRGs for remaining D0 and D1 servers that have not previously been included in DR tests.	Deliver to DIR: - Report confirming all D0 and D1 TRGs have been updated with link to actual TRGs located on the Portal - Excel	Review and provide feedback	Review and provide feedback	none	none	M			07/01/13
STS-070-070B	DRP-410-141b	Updated DR Plans - TRGs Phase II Complete	Server	Server	Update the TRGs for all remaining applications	Deliver to DIR: - Report confirming all TRGs have been updated with link to actual TRGs located on the Portal - Excel - Revise to have	Review and provide feedback	Review and provide feedback	none	none	M			07/01/14
STS-071-071	n/a	Runbook Design	Server	Server	Provide the template for the Runbooks with an example of Runbooks.	Design and Table of Content for Server Runbooks approved by DIR	Review and provide feedback	Review and provide feedback	none	none	C			04/01/12
STS-072-072	n/a	Server Platinum and Gold Runbooks updated	Server	Server	Update the Runbooks for platinum and gold servers	Deliver to DIR: - Report confirming platinum and gold server runbooks updated per current runbook design - Provide link to runbooks on the Portal	Review and provide feedback	Review and provide feedback	none	none	M			03/01/13
STS-072-072b	n/a	Server Silver Runbooks updated	Server	Server	Update the Runbooks for Silver Servers	Deliver to DIR: - Report confirming all silver server runbooks updated per current runbook design - Provide link to runbooks on the Portal	Review and provide feedback	Review and provide feedback	none	none	M			11/01/13

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STS-072-072c	STA-305-074	All Server Runbooks updated	Server	Server	Update all Server Runbooks	Deliver to DIR: - Report confirming all server runbooks updated per current runbook design - Provide link to runbooks on the Portal	Review and provide feedback	Review and provide feedback	none	none	M			07/01/14
STS-073-073	STA-302-071	Server Triage Initial Plan Complete	Server	Server	Identify servers to be Triaged based hardware and or software problems Categorize servers to be Triaged Prioritize servers to be Triaged Prioritize Identify overlaps with Triage hardware, backlog & consolidation efforts Create initial plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - MS MPP with initial plan to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	M			08/01/12
STS-073-073b	STA-302-071a	Server Triage Quarter 2 Plan Complete	Server	Server	Update plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	C			11/01/12
STS-073-073c	STA-302-071b	Server Triage Quarter 3 Plan Complete	Server	Server	Update plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	C			02/01/13
STS-073-073d	STA-302-071c	Server Triage Quarter 4 Plan Complete	Server	Server	Update plan to complete Triage Review plan with account, MSI and the State Update the plan based on input and communicate	Deliver to DIR: - Prioritized list of approximately 600 Servers needing hardware Triage - Excel - Updated MS MPP with detailed tasks to complete the hardware Triage	Provide list of servers to Triage Prioritize list of servers Review plan and provide feedback	Prioritization of Servers to be Triaged. Work with agencies for approval of Plan	Provide input on list of servers needing Triage	none	C			05/01/13
STS-074-074	STA-303-072	Server Triage Hardware Finish	Server	Server	Implement plan (procure, install, configure, move workload, test, go live, decommission old)	Deliver to DIR: - Report showing list of approximately 600 Servers on hardware Triage list in Compliance with Exhibit 20 which have been completed with reference to completed Change request and Operational Readiness Checklist for each - Excel - Report to include date installed, UAT completed and date original server decommissioned.	Provide testing as needed	Work with agencies to ensure Testing is completed as required	none	none	M	Yes		08/01/13
STS-075-075	STA-312-XX1	Server N/N-1 Currency Plan	Server	Server	Plan to bring Server Software up to N/N-1 currency showing approach for each server.	Deliver to DIR: - Report showing list of servers and approach for bringing each to N/N-1	Provide list of servers Review plan and provide feedback		none	none	M			09/01/12
STS-076-076	STA-307-076	E-mail Upgrade Plan	Server	Server	Develop plan to migrate current e-mail to new solution.	Deliver to DIR: - PGP defining requirements, scope, approach for implementation, identification of exceptions with proposed resolution, risk and communications plans. - DIR and Service Provider agree to establish a new milestone for completion based on the acceptance of the PGP.	Review plan and provide feedback Communicate to end users	Communicate with Agencies to prioritize upgrades and identify exceptions.	none	none	M			10/01/12
STS-077-077	n/a	Server Stabilization Finish	Server	Server	All stabilization milestones complete and accepted	Deliver to DIR: - Acceptance documents from each of the stabilization activities: - backup and recovery - problem management - Service Continuity - updated DR plans and TRGs - Configuration Management (trn) - Project Management - Chargeback Management (trn) - service request - solution request - runbooks - server monitoring (trn) - triage - e-mail STS-070-070B would not be completed and included in this milestone	Acceptance that all stabilization tasks have completed	none	none	none	M			08/01/14



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STS-XXX-059A	n/a	Seed Equipment Design	Server	Server	Identify Seed Equipment needed based on demand forecast and capacity plan for targeted solution.	Deliver to DIR: - Provide design document to DIR for approval which includes - Demand forecast based on targeted solution requests, stabilization and consolidation requirements - Capacity Plan based on targeted solution requests, stabilization and consolidation requirements	Review Design and provide feedback	Coordinate input from DIR and DIR Customers	none	none	I			06/01/12
STS-XXX-059C	STA-299-068	Develop Server Build Charter	Server	Server	Charter to describe the objective for each type of build - physical or virtual	Deliver to DIR: - The charter contains the design objective for each type of build.					I			06/01/12
STS-XXX-059D	STA-300-069	Server Build Process Improvements Complete	Server	Server	Develops set of processes for server builds that are implemented and able to achieve the target timeframes for the server build criteria	Deliver to DIR: - documented for Measurable, repeatable server build process in alignment with the timeframes defined in the server build criteria					M			08/01/12